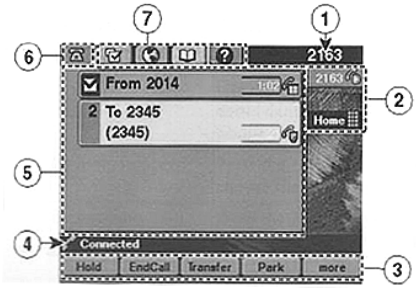
QUICK REFRENCE

CISCO IP 7970 Series

1. **Line or Speed dial**
2. **Adjustable stand**
3. **Display**
4. **Message**
5. **Directories**
6. **Help**
7. **Settings**
8. **Services**
9. **Volume**
10. **Speaker**
11. **Mute**
12. **Headset**
13. **Navigation**
14. **Key Pad**
15. **Soft keys**
16. **Handset light strip**
17. **Touch Screen**

Touch screen



1. **Primary phone line**
2. **Button indicators**
3. **Softkey labels**
4. **Status line**
5. **Call Activity area**
6. **Phone tab**
7. **Feature tabs**

Place a Call

- Left Handset and dial the number

Or

- Press **NewCall** soft key or touch screen

Answer a Call

- Left handset

Or

- Press **Answer** soft key or touch screen

End Call

- Press **EndCall** soft key or touch screen

Or

- Return handset

Place a call on hold

1. Press **Hold** soft key or touch screen
2. Press **Resume** soft key or touch screen to return to your call

Check Messages

Red light on handset indicates new message(s)

To retrieve message(s):

1. Press **Message** button
2. Follow prompt to check voice mail

Retrieve missed, received, placeds calls

1. Press **Directories** button
2. Use Navigation to hightlight either missed, received, or placed calls
3. Press **Select** soft key or touch screen
4. Use Navigation keys to scroll through calls

To dial a number:

Internal calls and Placed calls

Use Navigation or touch screen to highlight a number and pick up handset (number dialed automatically)

Missed and Received External Calls

Press **EditDial** soft key or touch screen to add required extra digits to an external number (i.e:9 and /or 1)

Mute a Call

- Press **Mute** button to activate
- Press **Mute** button again to deactivate

View Multiple Calls

To view calls on another line:

1. Press **Help** button
2. Press **Line** button

Switch Between Multiple Calls

Connected calls on one line:

1. Select the call you want to switch to
2. Press **Resume** soft key or touch screen

Connected calls on another line:

1. Press the button for the line you want to switch to
2. Select a call if there are multiple calls
3. Press **Resume** soft key or touch screen

Call Forward

1. Press **CFwdALL** soft key or touch screen
2. Dial number to Forward call to
3. Press pound key #

To deactivate:

1. Press **CFwdALL**

Transfer Call

1. Press **Transfer** soft key
2. Dial number
3. Announce call transfer (Optional)
4. Press **Transfer** soft key again to complete transfer

Place a Conference Call

1. While on the call, press **Confrn** soft key or touch screen
2. Call the next person
3. Press **Confrn** soft key or touch screen again

Repeat as necessary

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End a Conference Call

1. Press **EndCall** soft key or touch screen

Or

2. Return handset

MeetMe Conference Call

Requires special phone number from IITS

- **To establish:**

1. Lift handset
2. Press **more** soft key or touch screen
3. Press MeetMe soft key or touch screen
4. Dial assigned MeetMe number

- **To join a MeetMe call:**

1. Dial the assigned MeetMe conference number

Note: If participants call the MeetMe number before the call has been established by the coordinator of the conference call, they will hear a busy tone.

Internal Directory

1. Press **Directories** button

2. Use Navigation button to scroll to **Corporate Directories**
3. Press **Select** soft key or touch screen
4. Enter first or last name using dial pad (keep pressing a number key to toggle between letters; use **<<** soft key to backspace and delete letter)
5. Press **Search** soft key or touch screen
6. Use Navigation to highlight the name of the person you wish to call
7. Press **Dial** soft key or touch screen

PHONE SETTINGS

The Setting button allows you to personalize some of the features of your phone. A screen menu will assist you in adjusting various settings such as ringer type and contrast.

Scroll through the options using the Navigation keys

Volume

- **Ringer**

1. Press [+] or [-] **Volume** to increase or decrease volume
2. Setting is saved automatically

- **Speaker, handset, headset**

3. Press [+] or [-] Volume keys when handset, speaker, or headset is in use
4. Press **Save** soft key or touch screen to save setting

Ringer Type

1. Press **Setting** button
2. Use Navigation button to scroll to **User Preferences**
3. Press **Select** soft key or touch screen
4. Use Navigation button to scroll to **Rings**
5. Press **Select** soft key or touch screen
6. Press **Play** soft key or touch screen to hear sample ring
7. Press **Select** to activate
8. Press **Save** soft key or touch screen

Background Images

1. Press **Settings** button
2. Use Navigation button to scroll to **User Preferences**
3. Press **Select** soft key or touch screen
4. Use Navigation button to scroll to **Background Images**
5. Press **Select** soft key or touch screen
6. Use Navigation button to select the image you want
7. Press **Preview** soft key or touch screen to view sample background
8. Press **Select** soft key or touch screen to activate
9. Press **Save** soft key or touch screen

Web Interface(Call Manager)

Each user has their own personal Web site to allow them to manage some of the advanced phone features, such as:

- Setting up speed dials
- Forward calls
- Activating and setting up **Fast Dial**
- Activating and setting up **My Address Book**

Access Call Manager

The Call Manager for your phone is accessed through your personal account on the Myconcordia Portal at http://www.myconcordia.ca. For information about using the Portal, see the downloadable user guide at https://www.myconcordia.ca/portalhelp_06/ING014-portal.pdf When you have accessed your personal portal page, click [CONFIGURE MY PHONE]

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Select phone device

If you have multiple phone sets, you must select the one you wish to configure from the drop-down menu on the main menu page.

Change your PIN

Click [CHANGE YOUR PIN] on the main menu. Enter 12345 as the current PIN, and select a new personal PIN consisting of 7-20 digits.

Your new PIN will be required to subscribe and activate special services such as My Address Book and Fast Dial

Call Forward

1. On the main menu, click [FORWARD ALL CALLS TO DIFFERENT NUMBER]
2. Check box of the phone extension you wish to forward
3. Select either **voice mail** (you must have voice mail to use this option!) or **this number** (and enter the phone number where you want your calls to go)
4. Click [UPDATE]
5. To stop call forwarding, clear the check box of the extension that is being forwarded, then click [UPDATE]

Configure speed dial

Available speed dial button(s) on your phone:

1. On the main menu, click [ADD UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box
3. Remember to add "9" to external numbers
4. Click [UPDATE]

To dial, press speed dial button on your phone

Speed dial setting not associated with a button (up to 99 entries accessed using dial pad and abbreviated dialing):

1. On the main menu, click [ADD/UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name associated with number in the second text box (name is for reference and is not displayed on the phone)
3. Remember to add "9" to external numbers
4. Click [UPDATE]

Change the phone locale profile (Language)

This determines the language used on the phone's LDC display. To change the default language setting:

1. From the main menu click [CHANGE THE LOCALE FOR THIS PHONE]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change web locale

The user Locale determines the language of the CallManager. To change the default language setting:

1. From the main menu click [CHNGE THE LOCALE FOR YOUR PHONE]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change the Ring Setting

1. On the main menu, click [CHANGE THE RING SETTINGS FOR YOUR PHONE]
2. From the drop-down menus, select how you would like each line on your phone to ring **When phone is Idle** and **When phone is in Use**
3. Click [UPDATE]

My Address Book

Store and retrieve telephone numbers.
To use this service, it must first be activated online (one time only)

- **Activate Services (online):**

1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [MY ADDRESS BOOK] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter user name (your phone number**+1** Ex: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [Update]

- **Add entries (online):**

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [ADD NEW ENTRY]
3. Enter information and click [INSERT]

- **Add entries (on the phone):**

*Note that my Address Book must first be activated online

1. Press **Services** button
2. Use Navigation key to scroll to "My Address Book"
3. Press **Select** soft key or touch screen
4. Press **Submit** soft key or touch screen
5. Press **New** soft key or touch screen

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6. Use dial pad to enter name (keep pressing a key to toggle between letters)
7. Press **Submit** soft key or touch screen
8. Use dial pad to enter phone number (s)
9. Enter 4 digits for internal; enter 1 for long distance (9 is not necessary)
10. Press **Submit** soft key or touch screen (success message)
11. Press **OK** soft key or touch screen

- **Dial a number:**

1. Press **Services** button
2. Use Navigation key to scroll to "My Address Book"
3. Press **Select** soft key or touch screen
4. Enter partial (or whole) Last, First or Nickname using dial pad
5. Press **Submit** soft key or touch screen (you may skip step 4 and scroll through entries)
6. Select a name from the list
7. Press **Dial** soft key or touch screen

Fast Dial

Store up to 99 numbers for fast dialing.
To use this service, it must first be activated online (one time only)

- **Activate Services (online)**

1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [FAST DIAL] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter User name (your phone number**+1** Ex: phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

- **Add entries (online):**

Adding a number <u>from</u> your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]
3. Under "Description", click [(UNASSIGNED)]
4. Click a name already in your "Address Book"
5. Select a number from "Choose a Directory Number from your Personal Address Book" drop-down menu
6. Click [INSERT]

OR

Adding a number <u>not</u> in your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]
3. Under "Description", click [(UNASSIGNED)]
4. Select "Enter a directory number" and enter a phone number (it is <u>not</u> necessary to include 9)
5. Click [INSERT]

- **Add entries (on the phone):**

*Note that Fast Dial must be activated online

1. Press **Services** button
2. Use Navigation key to scroll to "Fast Dial"
3. Press **Select** soft key or touch screen
4. Press **Assign** soft key or touch screen
5. Use Navigation key to scroll to (Unassigned)
6. Press **Select** soft key or touch screen
7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)
8. Press **Submit** soft key or touch screen(success message)
9. Press **OK**

Dial a number

1. Press **Services** button
2. Use Navigation key to scroll to "Fast Dial"
3. Press **Select** soft key or touch screen
4. Use Navigation key to select number
5. Press **Dial** soft key or touch screen

For more information visit the VoIP website at:

http://voip.concordia.ca